

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

JPW



In re Patent Application of

POTTER et al.

Serial No. 10/716,441

Filed: November 20, 2003

For: MULTIMEDIA CALL CENTRE

Confirmation No.: 6633

Allowed: June 8, 2005

Atty. Ref.: 36-1798

TC/A.U.: 2645

Examiner: Smith, C.

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June 15, 2005

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REQUEST FOR RETURN OF FORM PTO-1449

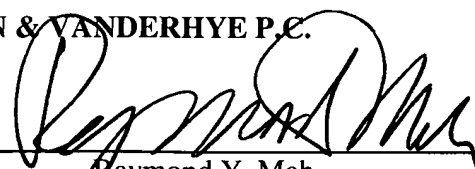
On November 20, 2003 a Form PTO-1449 was filed in the subject application. As of the present date, however, an initialed and dated Form PTO-1449 has not been returned to the offices of the undersigned. Applicant therefore respectfully requests that the Form PTO-1449 be initialed and dated as an indication that the cited references have been fully considered and then returned to Applicant.

For the Examiner's convenience, Applicant has submitted a fresh copy of the Form PTO-1449.

Respectfully submitted,

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INFORMATION DISCLOSURE
CITATION

(Use several sheets if necessary)

Atty. Docket No.

36-1798

Applicant

POTTER et al.

Filing Date

November 20, 2003

Divisional of Serial No.

09/029,318

Group

Unassigned

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	5,742,596	04/1998	BARATZ et al.			
	5,341,374	08/1994	LEWEN et al.			
	5,533,102	07/1996	ROBINSON et al.			
	5,793,861	08/1998	HAIGH			
	6,031,836	02/2000	HASERODT			
	5,963,547	10/1999	O'NEIL et al.			
	5,867,494	02/1999	KRISHNASWAMY et al.			
	6,006,253	12/1999	KUMAR et al.			
	6,094,479	07/2000	LINDEBERG et al.			
	5,909,431	06/1999	KUTHYAR et al.			

FOREIGN PATENT DOCUMENTS

							TRANSLATION	
DOCUMENT			DATE	COUNTRY	CLASS	SUBCLASS	YES	NO
		0501189 A2	09/1992	EUROPE				
		EP 0724370 A1	07/1999	EPO				

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

	Paris, "The Next Generation Call Center", TELCOM REPORT INTERNATIONAL, Vol. 19, No. 4, 1996, DE, pages 9-11, SP000618796
	Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53, XP000618776
	ITU, "Line Transmission of Non-telephone signals", 01/30/1996. 1-74

*Examiner

Date Considered

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to application.